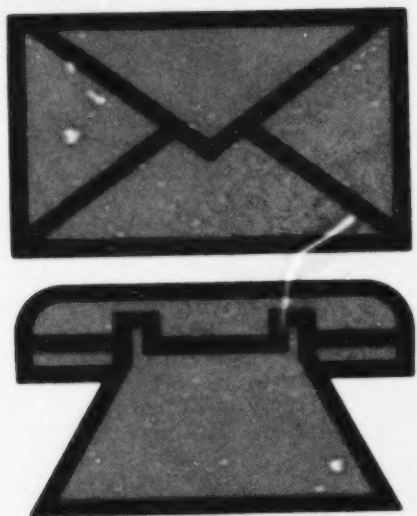


349/San Jo.



# POSTAL ANSWER LINE

**The new U.S. Postal  
Service automated  
telephone information  
service.**



September 1988

P 1.57:

# POSTAL ANSWER LINE

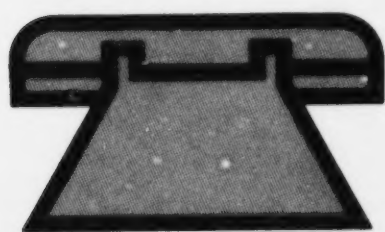
—it's the nearest thing  
to having your own  
personal post office.

## Information at your fingertips.

Now you don't have to stand in information lines at the post office. Or make unnecessary trips. (Much as we like to see you, we know you're busy.)

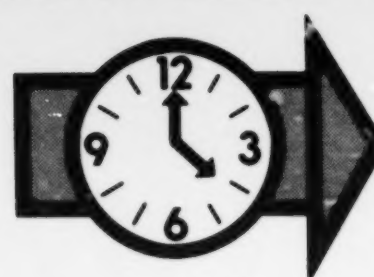
That's because POSTAL ANSWER LINE—the post office's new automated telephone service—puts information at your fingertips.

It couldn't be easier.



### How to use POSTAL ANSWER LINE

1. Look up the message number for the information you want.
2. In the San Jose area call 436-9745 on your touch-tone telephone.
3. The recorded instructions will tell you when to push the buttons that correspond with the desired message number.
4. Wait a few moments for your message to begin.
5. For information on another service or to have the message repeated, wait for the tone, then press the appropriate message number.



### Hours/Locations/ Fast Delivery

When you need locations and speed.

| Post office hours and locations          | Message No. |
|------------------------------------------|-------------|
| Post office hours and locations          | 133         |
| Self-service postal centers              | 321         |
| <b>Services that offer fast delivery</b> |             |
| Express Mail®                            | 132         |
| Express Mail Next Day Service®           | 332         |
| Express Mail Same Day Airport Service®   | 110         |
| Express Mail Custom-Designed Service®    | 115         |
| Express Mail International Service®      | 318         |
| Where to deposit Express Mail® items     | 138         |
| Special delivery                         | 320         |
| Special handling                         | 141         |



### Rates and Classes/ Rate Calculations

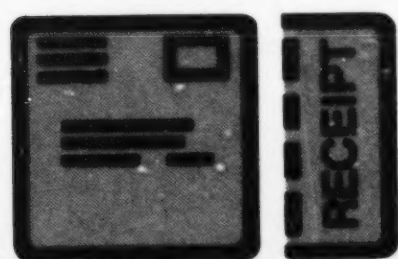
When you need information on types of  
services and prices.

| Postage rates and classes of mail                                         | Message No. |
|---------------------------------------------------------------------------|-------------|
| Which class of mail should I use?                                         | 333         |
| First-Class Mail® and Priority Mail rates                                 | 323         |
| Second-Class Mail rates (newspapers and magazines)                        | 336         |
| Third-Class Mail and Bulk Business Mail rates (advertising and circulars) | 322         |
| Fourth-Class Parcel Post rates (packages)                                 | 122         |
| Library rate                                                              | 120         |
| Special Fourth-Class Mail rate                                            | 119         |

Rate Calculations—Compute your mail costs for commonly used mail services. These mail costs are provided only for the weights noted below.

|                                                            |     |
|------------------------------------------------------------|-----|
| Express Mail—Post Office to Addressee—<br>Up to 5 pounds   | 154 |
| Express Mail—Post Office to Post Office—<br>Up to 5 pounds | 354 |
| Express Mail Same Day Airport Service—<br>Up to 5 pounds   | 302 |
| Express Mail—Over 5 pounds— Call your<br>local post office |     |

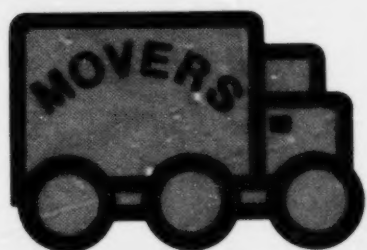
|                                                                                  |     |
|----------------------------------------------------------------------------------|-----|
| First-Class Mail—Up to but not over eleven (11) ounces                           | 101 |
| First-Class Mail—Over 11 ounces, up to but not over 32 ounces (2 pounds)         | 155 |
| First-Class Mail—Over 32 ounces, up to 80 ounces (5 pounds)                      | 355 |
| First-Class Mail—Over 80 ounces (5 pounds) call your local post office for costs |     |
| Parcel Post—Packages weighing up to but not over fifteen pounds                  | 301 |
| Parcel Post—Packages weighing over fifteen pounds—Call your local post office    |     |



### **Sending Valuables/Proof of Mailing or Delivery**

**When you send valuables or need proof of mailing or delivery.**

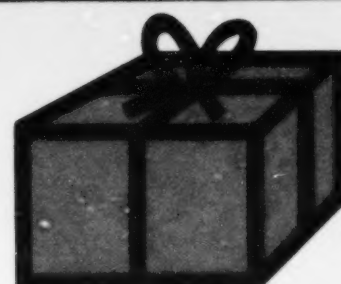
|                                                           |                    |
|-----------------------------------------------------------|--------------------|
| <b>How to send valuables through the mail</b>             | <b>Message No.</b> |
| Registered mail                                           | 135                |
| Insurance                                                 | 337                |
| How to file a claim for items lost or damaged in the mail | 113                |
| <b>How to obtain proof of mailing or delivery</b>         |                    |
| Certificate of mailing                                    | 111                |
| Certified mail                                            | 121                |
| Return receipt service (proof of delivery)                | 334                |



### **Moving or Vacationing/Mail Holding/Mail Forwarding**

**Whenever you travel, we'll mind your mail. And when you move, we'll move your mail right along with you.**

|                                                                                      |                    |
|--------------------------------------------------------------------------------------|--------------------|
| <b>Moving or going on vacation? Here's what to do.</b>                               | <b>Message No.</b> |
| Relocating permanently: File a change of address at least one month before you move. | 137                |
| When you'll be away six months or less: File a temporary change of address.          | 312                |
| While you're on vacation: Notify the post office to hold your mail.                  | 340                |

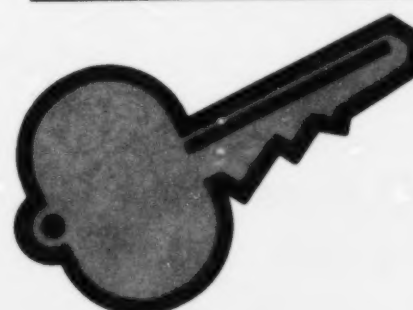


### **International Mail/Sending Packages**

**We can make international mailing as easy as mailing to the nearest town.**

**This page has message numbers for the dos and don'ts of mailing packages.**

|                                         |                    |
|-----------------------------------------|--------------------|
| <b>International mail</b>               | <b>Message No.</b> |
| Rates for First-Class surface mail      | 319                |
| Airmail rates and information           | 134                |
| Express Mail International Service      | 318                |
| Parcel Post rates and information       | 317                |
| Customs                                 | 308                |
| Special services available              | 142                |
| International Reply Coupons             | 307                |
| <b>How to send packages</b>             |                    |
| Which mailing option should I select?   | 310                |
| Special services available for packages | 143                |
| How to prepare packages for mailing     | 139                |
| Sending parcels to the military         | 109                |



### **Resolving Problems/Mail Order/Fraud/Security**

**This page has message numbers for reporting problems or complaints, for protecting yourself from mail fraud and for mail security.**

|                                                          |                    |
|----------------------------------------------------------|--------------------|
| <b>Resolving mail difficulties</b>                       | <b>Message No.</b> |
| How to report a service problem, compliment or complaint | 335                |
| Removing your name from mailing lists                    | 140                |
| Tracing or recalling mail                                | 117                |
| Unsolicited merchandise                                  | 306                |
| Illegal mail items                                       | 106                |
| Dogs can delay your mail                                 | 148                |
| Sexually oriented ads                                    | 338                |
| <b>Mail Order</b>                                        |                    |
| Mail order tips                                          | 348                |
| Mail order problems                                      | 311                |
| Mail order and mail fraud publications                   | 105                |

|                                   |     |
|-----------------------------------|-----|
| <b>Fraud</b>                      |     |
| Medical fraud                     | 349 |
| Work-at-home schemes              | 104 |
| Home improvement schemes          | 304 |
| Charity fraud                     | 150 |
| Lotteries                         | 350 |
| Chain letters                     | 309 |
| Swindles aimed at senior citizens | 103 |
| C.O.D. boiler rooms (business)    | 305 |
| False billing (business)          | 149 |
| <b>Security</b>                   |     |
| Protect your mail                 | 351 |
| Mailroom security (business)      | 303 |
| Postage meter security (business) | 151 |

## **MISC.** Business Mail/Stamp Collecting/General Mail Information and Services

**There's practically no end to the ways the post office can make your life simple. Find out how simple for yourself:**

|                                              |                    |
|----------------------------------------------|--------------------|
| <b>Business mail</b>                         | <b>Message No.</b> |
| Bulk Business Mail                           | 136                |
| Business Reply Mail                          | 114                |
| Postage meters                               | 116                |
| <b>Stamp collecting</b>                      |                    |
| Philatelic Center locations                  | 144                |
| Stamp collecting                             | 314                |
| <b>General mail information and services</b> |                    |
| Alien registration                           | 147                |
| Carrier alert                                | 347                |
| C.O.D.                                       | 112                |
| Money orders                                 | 108                |
| Passport applications                        | 313                |
| Post office boxes                            | 316                |
| Postage refunds and exchanges                | 341                |
| Retention of undeliverable mail              | 342                |
| Size standards for mail                      | 118                |
| Stamps by mail                               | 107                |
| ZIP + 4® coding: What is it?                 | 339                |
| Postal Service Reward Program                | 102                |
| Local announcements                          | 800                |
| New messages since printing of this brochure | 900                |

**Of course, if you prefer, feel free to contact your local post office. We'll be happy to answer any questions you may have.**

**Keep this handy  
directory by your  
telephone so  
you'll have access  
to all our services.**

United States Postal Service

OFFICIAL BUSINESS  
PENALTY FOR PRIVATE  
USE, \$300

Directory of postal consumer information.  
Please keep for future reference.

Bulk Rate  
Postage & Fees Paid  
U.S.P.S.  
Permit No. G-10

**Postal Customer**